IN THE CLAIMS

1. (Currently Amended) A system for monitoring performance of a global network comprising:

a poller initiating requests for and receiving SNMP-attribute data from a monitored device across a public wide area network at repeated regular time intervals;

the poller further accumulating utilization information from the SNMP attribute data, accumulating utilization information occurring in a read-only manner from the device being monitored;

a database for storing received SNMP-attribute data; and

a graphical user interface to the received SNMP-attribute data stored in the database.

2. (Previously Presented) The system of claim 1, further comprising a notifier analyzing time-based performance criteria for providing alerts to a user when received SNMP-attribute data meets one or more established threshold criteria for the monitored device.

3. (Original) The system of claim 2 wherein the monitored device is included in a virtual private network.

4. (Original) The system of claim 1 wherein the monitored device is included in a virtual private network.

5. (Original) The system of claim 1 wherein the monitored device is a device included in a wireless network.

6. (Original) The system of claim 2 wherein the monitored device is a device included in a wireless network.

7. (Previously Presented) The system of claim 1 wherein the monitored device is a device included in a voice over IP (VoIP) network.

8. (Previously Presented) The system of claim 2 wherein the monitored device is a device included in a voice over IP (VoIP) network.

9. (Previously Presented) The system of claim 2 wherein the SNMP-attribute data includes performance metrics for a virtual private network tunnel.

10. (Previously Presented) The system of claim 1 wherein the SNMP-attribute data includes performance metrics for a virtual private network tunnel.

11. (Previously Presented) The system of claim 1 wherein the graphical user interface is provided by an application service provider.

12. (Previously Presented) The system of claim 1 wherein the poller is configured to access SNMP-attribute data across a firewall insulating the monitored device from the network.

13. (Previously Presented) The system of claim 1 wherein the graphical user interface include an Internet browser.

14. (Previously Presented) The system of claim 2 wherein the poller is configured to access SNMP-attribute data across a firewall insulating the monitored device from the network.

15. (Previously Presented) The system of claim 3 wherein the poller is configured to access SNMP-attribute data across a firewall insulating the monitored device from the network.

16. (Previously Presented) The system of claim 9 wherein the poller is configured to access SNMP-attribute data across a firewall insulating the monitored device from the network.

17. (Previously Presented) The system of claim 1 wherein the graphical user interface includes a graph generator for displaying one or more graphs of one or more performance metrics based on the received SNMP-attribute data.

18. (Previously Presented) The system of claim 2 wherein the graphical user interface includes a graph generator for displaying one or more graphs of one or more performance metrics based on the received SNMP-attribute data.

19. (Previously Presented) The system of claim 3 wherein the graphical user interface includes a graph generator for displaying one or more graphs of one or more performance metrics based on the received SNMP-attribute data.

Claims 20-22. (Canceled)

23. (Currently Amended) A system for monitoring performance of a global network comprising:

a poller initiating requests for and receiving SNMP-attribute data from a monitored device across a network through a secure IPSec tunnel at repeated regular time intervals;

the poller further accumulating utilization information from the SNMP attribute data, accumulating utilization information occurring in a read-only manner from the device being monitored;

a database for storing received SNMP-attribute data; and

a graphical user interface to the received SNMP-attribute data stored in the database.

24. (Previously Presented) The system of claim 23, further comprising of a notifier analyzing time-based performance criteria for providing alerts to a user when received SNMP-attribute data meets one or more established threshold criteria for the monitored device.

25. (Previously Presented) The system of claim 24 wherein the monitored device is included in a virtual private network.

26. (Previously Presented) The system of claim 23 wherein the monitored device is included in a virtual private network.

27. (Previously Presented) The system of claim 23 wherein the monitored device is a device included in a wireless network.

28. (Previously Presented) The system of claim 24 wherein the monitored device is a device included in a wireless network.

29. (Previously Presented) The system of claim 23 wherein the monitored device is a device included in a voice over IP (VoIP) network.

30. (Previously Presented) The system of claim 24 wherein the monitored device is a device included in a voice over IP (VoIP) network.

31. (Previously Presented) The system of claim 24 wherein the SNMP-attribute data includes performance metrics for a virtual private network tunnel.

32. (Previously Presented) The system of claim 23 wherein the SNMP-attribute data includes performance metrics for a virtual private network tunnel.

33. (Previously Presented) The system of claim 23 wherein the graphical user interface is provided by an application service provider.

34. (Previously Presented) The system of claim 23 wherein the poller is configured to access SNMP-attribute data across a firewall insulating the monitored device from the network.

35. (Previously Presented) The system of claim 23 wherein the graphical user interface include an Internet browser.

36. (Previously Presented) The system of claim 24 wherein the poller is configured to access SNMP-attribute data across a firewall insulating the monitored device from the network.

Claims 37-40. (Canceled)

41. (Previously Presented) The system of claim 25 wherein the graphical user interface includes a graph generator for displaying one or more graphs of one or more performance metrics based on the received SNMP-attribute data.

42. (Previously Presented) The system of claim 31 wherein the graphical user interface includes a graph generator for displaying one or more graphs of one or more performance metrics based on the received SNMP-attribute data.

43. (Previously Presented) The system of claim 36 wherein the graphical user interface includes a graph generator for displaying one or more graphs of one or more performance metrics based on the received SNMP-attribute data.

44. (Previously Presented) The system of claim 34 wherein the graphical user interface includes a graph generator for displaying one or more graphs of one or more performance metrics based on the received SNMP-attribute data.

45. (New) A method for analyzing service availability via a network comprising:

identifying at least one computing device under test, the computing device under test providing a service via a network;

generating a script having a set of commands, the computing device under test responsive to the set of commands and the set of commands defining a test indicative of availability of a service on the computing device under test;

retrieving network gateway information, the network gateway information indicative of the computing device under test and operative to enable connectivity via the network gateway to the computing device under test and being monitored by the test; and

accumulating circuit utilization metrics via the retrieved network gateway information, the circuit utilization metrics having utilization information of the service, such that accumulating utilization information occurs in a read-only manner from the device being monitored, accumulating further comprising:

iteratively testing, using the defined tests, utilization of the network circuits corresponding to the services;

selectively identifying availability of the services provided by the devices being monitored; and

aggregating the utilization information indicative of service availability Information.

46. (New) The method of claim 45 further comprising alerting a user to the unavailability of a service.

47. (New) The method of claim 45 further comprising querying, via remote login, the service availability information, the availability information indicative of service availability and reported in a consistent granularity that does not degrade with time.

48. (New) The method of claim 45 wherein accumulating circuit utilization metrics includes gathering service availability information by accessing the device being monitored via a virtual private network (VPN), further including selectively identifying whether at least one of VPN access or SNMP access methods are employed.

49. (New) The method of claim 48 wherein gathering service availability information includes performing periodic health checks, the periodic health checks including device specific tests on available services.

50. (New) The method of claim 48 wherein gathering service availability information includes:

establishing polling queues for each of a plurality of information types for which information is to be gathered; and

executing a polling thread for each of the information types, each of the polling threads retrieving statistical information for a corresponding one of the information types.

51. (New) The method of claim 50 wherein the tests include at least one of FTP, HTTP, SMTP and ping, further comprising selecting between at least one of SMTP and ping testing.